AMENDMENTS TO THE CLAIMS

This claims list supersedes all previous claims lists.

Claims 1-20 are Cancelled.

21.   (New) A method for deploying a knowledge management tool over a worldwide computer network, comprising:

accepting access to a portal database server from a first user;

displaying a survey builder portlet on the portal;

receiving information identifying an appearance and operation of a survey from the first user, the information identifying the appearance and operation of the survey being transmitted through the survey builder portlet by configuring a set of survey builder options; and

storing the information identifying the appearance and operation of the survey in a database operatively connected to the portal database server.

22.   (New) The method of claim 21, wherein the information identifying the appearance and operation of the survey comprises information identifying the survey and information determining if users are permitted to respond to the survey more than once.

23.   (New) The method of claim 21, wherein the information identifying the appearance and operation of the survey comprises one or more sections, each section comprising one or more survey questions.

24.   (New) The method of claim 23, wherein the information identifying the appearance and operation of the survey further comprises one or more answers to the one or more survey questions.

25.   (New) The method of claim 24, wherein the information identifying the appearance and operation of the survey further comprises a section trigger associated with at least one of the answers, the section trigger indicating the section of questions to display upon the selection of the answer.

26.   (New) The method of claim 24, further comprising:
accepting access to the portal database server from a second user;
displaying the survey to the second user through a second portlet; and
receiving a response to the survey from the second user, the response comprising a selected answer to one or more of the survey questions.

27.   (New) The method of claim 26, further comprising:
generating a report based on a plurality of responses, the report displaying the selected answers and a percentage representing a number of responses that included the selected answers out of a total number of responses, the report being displayable through either the first portlet or the second portlet or both.

28.   (New) The method of claim 21, wherein the information identifying the appearance and operation of the survey comprises a beginning and ending date of the survey availability.

29.   (New) The method of claim 21, wherein the information identifying the appearance and operation of the survey comprises information on how to identify a respondent.

30.   (New) The method of claim 26, wherein the information identifying the appearance and operation of the survey comprises a location of the second portlet on the portal.

31.   (New) The method of claim 21, wherein the information identifying the appearance and operation of the survey comprises an end of survey option, a welcome message, or a closing comment.

32.　(New) The method of claim 21, further comprising

reviewing the survey as it will appear to a responder; and

confirming the information identifying the appearance and operation of the survey as

complete.

33.　(New) The method of claim 21, wherein accepting access to the portal database server from the first user comprises authenticating the user via a login server.

34.　(New) The method of claim 21, wherein displaying the survey builder portlet on the portal comprises displaying the information identifying the appearance and operation of an existing survey set in the survey builder portlet.

35.　(New) The method of claim 34, wherein configuring the set of survey builder options comprises editing the information identifying the appearance and operation of the existing survey set in the survey builder portlet.

36.　(New) The method of claim 24, further comprising copying the survey, the copying comprising attaching a new survey name to a copy of the survey questions and answers.

37.　(New) The method of claim 26, further comprising purging the survey, the purging comprising removing the responses to a survey from the database for a given administration of the survey.

38.　(New) The method of claim 26, further comprising deleting a survey, the deleting comprising removing the questions, answers and responses to a survey from the database.

39.　(New) A system for deploying a knowledge management tool over a worldwide computer network, comprising:

logic for accepting access to a portal database server from a first user;

logic for displaying a survey builder portlet on the portal;

logic for receiving information identifying an appearance and operation of a survey from the first user, the receiving logic comprising, logic for transmitting the information identifying the appearance and operation of the survey through the survey builder portlet and logic for configuring a set of survey builder options; and

logic for storing the information identifying the appearance and operation of the survey in a database operatively connected to the portal database server.

40.   (New) The system of claim 39, wherein the information identifying the appearance and operation of the survey comprises information identifying the survey and information determining if users are permitted to respond to the survey more than once.

41.   (New) The system of claim 39, wherein the information identifying the appearance and operation of the survey comprises one or more sections, each section comprising one or more survey questions.

42.   (New) The system of claim 41, wherein the information identifying the appearance and operation of the survey further comprises one or more answers to the one or more survey questions.

43.   (New) The system of claim 42, wherein the information identifying the appearance and operation of the survey further comprises a section trigger associated with at least one of the answers, the section trigger indicating the section of questions to display upon the selection of the answer.

44.   (New) The system of claim 42, further comprising:
        logic for accepting access to the portal database server from a second user;
        logic for displaying the survey to the second user through a second portlet; and
        logic for receiving a response to the survey from the second user, the response comprising a selected answer to one or more of the survey questions.

45.   (New) The system of claim 44, further comprising:

logic for generating a report based on a plurality of responses, the report displaying the selected answers and a percentage representing a number of responses that included the selected answers out of a total number of responses, the report being displayable through either the first portlet or the second portlet or both.

46.   (New) The system of claim 39, wherein the information identifying the appearance and operation of the survey comprises a beginning and ending date of the survey availability.

47.   (New) The system of claim 39, wherein the information identifying the appearance and operation of the survey comprises information on how to identify a respondent.

48.   (New) The system of claim 44, wherein the information identifying the appearance and operation of the survey comprises a location of the second portlet on the portal.

49.   (New) The system of claim 39 wherein the information identifying the appearance and operation of the survey comprises an end of survey option, a welcome message, or a closing comment.

50.   (New) The system of claim 39, further comprising

logic for reviewing the survey as it will appear to a responder; and

logic for confirming the information identifying the appearance and operation of the survey as complete.

51.   (New) The system of claim 39, wherein logic for accepting access to the portal database server from the first user comprises logic for authenticating the user via a login server.

52.   (New) The system of claim 39, wherein the logic for displaying the survey builder portlet on the portal comprises logic for displaying the information identifying the appearance and operation of an existing survey set in the survey builder portlet.

53. (New) The system of claim 52, wherein the logic for configuring the set of survey builder options comprises logic for editing the information identifying the appearance and operation of the existing survey set in the survey builder portlet.

54. (New) The system of claim 42, further comprising

logic for copying the survey, the copying comprising logic for attaching a new survey name to a copy of the survey questions and answers.

55. (New) The system of claim 44, further comprising

logic for purging the survey, the logic for purging comprising logic for removing the responses to a survey from the database for a given administration of the survey.

56. (New) The system of claim 44, further comprising

logic for deleting a survey, the logic for deleting comprising logic for removing the questions, answers and responses to a survey from the database.

57. (New) A computer program product embodied on computer readable medium, the computer readable medium having stored thereon a sequence of instructions which, when executed by a processor, causes the processor to execute a method for deploying a knowledge management tool over a worldwide computer network, the method comprising:

accepting access to a portal database server from a first user;

displaying a survey builder portlet on the portal;

receiving information identifying an appearance and operation of a survey from the first user, the information identifying the appearance and operation of the survey being transmitted through the survey builder portlet by configuring a set of survey builder options; and

storing the information identifying the appearance and operation of the survey in a database operatively connected to the portal database server.

58.   (New) The computer program product of claim 57, wherein the information identifying the appearance and operation of the survey comprises information identifying the survey and information determining if users are permitted to respond to the survey more than once.

59.   (New) The computer program product of claim 57, wherein the information identifying the appearance and operation of the survey comprises one or more sections, each section comprising one or more survey questions.

60.   (New) The computer program product of claim 59, wherein the information identifying the appearance and operation of the survey further comprises one or more answers to the one or more survey questions.

61.   (New) The computer program product of claim 60, wherein the information identifying the appearance and operation of the survey further comprises a section trigger associated with at least one of the answers, the section trigger indicating the section of questions to display upon the selection of the answer.

62.   (New) The computer program product of claim 60, further comprising:
        accepting access to the portal database server from a second user;
        displaying the survey to the second user through a second portlet; and
        receiving a response to the survey from the second user, the response comprising a selected answer to one or more of the survey questions.

63.   (New) The computer program product of claim 62, further comprising:
        generating a report based on a plurality of responses, the report displaying the selected answers and a percentage representing a number of responses that included the selected answers out of a total number of responses, the report being displayable through either the first portlet or the second portlet or both.

64.   (New) The computer program product of claim 57, wherein the information identifying the appearance and operation of the survey comprises a beginning and ending date of the survey availability.

65.	(New) The computer program product of claim 57, wherein the information identifying the appearance and operation of the survey comprises information on how to identify a respondent.

66.	(New) The computer program product of claim 62, wherein the information identifying the appearance and operation of the survey comprises a location of the second portlet on the portal.

67.	(New) The computer program product of claim 57, wherein the information identifying the appearance and operation of the survey comprises an end of survey option, a welcome message, or a closing comment.

68.	(New) The computer program product of claim 57, further comprising

reviewing the survey as it will appear to a responder; and

confirming the information identifying the appearance and operation of the survey as complete.

69.	(New) The computer program product of claim 57, wherein accepting access to the portal database server from the first user comprises authenticating the user via a login server.

70.	(New) The computer program product of claim 57, wherein displaying the survey builder portlet on the portal comprises displaying the information identifying the appearance and operation of an existing survey set in the survey builder portlet.

71.	(New) The computer program product of claim 70, wherein configuring the set of survey builder options comprises editing the information identifying the appearance and operation of the existing survey set in the survey builder portlet.

72.	(New) The computer program product of claim 60, further comprising copying the survey, the copying comprising attaching a new survey name to a copy of the survey questions and answers.

73. (New) The computer program product of claim 62, further comprising purging the survey, the purging comprising removing the responses to a survey from the database for a given administration of the survey.

74. (New) The computer program product of claim 62, further comprising deleting a survey, the deleting comprising removing the questions, answers and responses to a survey from the database.

75. (New) A method for deploying a knowledge management tool over a worldwide computer network, comprising:

accepting access to a portal database server from a first user;

displaying a FAQ builder portlet on the portal;

receiving information identifying an appearance and operation of a FAQ from the first user, the information identifying the appearance and operation of the FAQ being transmitted through the FAQ builder portlet by configuring a set of FAQ builder options; and

storing the information identifying the appearance and operation of the FAQ in a database operatively connected to the portal database server.

76. (New) The method of claim 75, wherein the information identifying the appearance and operation of the FAQ comprises information identifying the FAQ.

77. (New) The method of claim 75, wherein the information identifying the appearance and operation of the FAQ comprises one or more questions, and answers to each of the one or more questions each question able to be associated with a category.

78. (New) The method of claim 75, wherein the information identifying the appearance and operation of the FAQ comprises a number of questions to display per page, a font selection, and a color selection.

79.   (New) The method of claim 77, wherein the information identifying the appearance and operation of the FAQ comprises an indication of whether to allow hyperlinks to answers, and an indication of whether to count page hits.

80.   (New) The method of claim 75, further comprising:
accepting access to the portal database server from a second user; and
displaying the FAQ to the second user through a second portlet.

81.   (New) The method of claim 80, wherein the information identifying the appearance and operation of the FAQ comprises a location of the second portlet on the portal.

82.   (New) The method of claim 75, wherein the information identifying the appearance and operation of the FAQ comprises an end of FAQ option, a welcome message, or a closing comment.

83.   (New) The method of claim 75, further comprising
reviewing the FAQ as it will appear to a user; and
confirming the information identifying the appearance and operation of the FAQ as complete.

84.   (New) The method of claim 75, wherein accepting access to the portal database server from the first user comprises authenticating the user via a login server.

85.   (New) The method of claim 75, wherein displaying the FAQ builder portlet on the portal comprises displaying the information identifying the appearance and operation of an existing FAQ set in the FAQ builder portlet.

86.   (New) The method of claim 85, wherein configuring the set of FAQ builder options comprises editing the information identifying the appearance and operation of the existing FAQ set in the FAQ builder portlet.

87.   (New) The method of claim 77, further comprising copying the FAQ, the copying comprising attaching a new FAQ name to a copy of the FAQ questions and answers.

88.   (New) The method of claim 77, further comprising deleting a FAQ, the deleting comprising removing the questions, and answers of a FAQ from the database.

89.   (New) A system for deploying a knowledge management tool over a worldwide computer network, the system comprising:

      logic for accepting access to a portal database server from a first user;

      logic for displaying a FAQ builder portlet on the portal;

      logic for receiving information identifying an appearance and operation of a FAQ from the first user, the logic for receiving comprising logic for transmitting information identifying the appearance and operation of the FAQ being through the FAQ builder portlet and logic for configuring a set of FAQ builder options; and

      logic for storing the information identifying the appearance and operation of the FAQ in a database operatively connected to the portal database server.

90.   (New) A computer program product embodied on computer readable medium, the computer readable medium having stored thereon a sequence of instructions which, when executed by a processor, causes the processor to execute a method for deploying a knowledge management tool over a worldwide computer network, the method comprising:

      accepting access to a portal database server from a first user;

      displaying a FAQ builder portlet on the portal;

      receiving information identifying an appearance and operation of a FAQ from the first user, the information identifying the appearance and operation of the FAQ being transmitted through the FAQ builder portlet by configuring a set of FAQ builder options; and

      storing the information identifying the appearance and operation of the FAQ in a database operatively connected to the portal database server.